



STATE OF TENNESSEE  
DEPARTMENT OF GENERAL SERVICES

BILL HASLAM  
GOVERNOR

ROBERT E. OGLESBY, AIA  
COMMISSIONER

**SWC# 205 Vehicle Rental**

**Edison #45860**

**Contract Information and Usage Instructions**

**Summary/Background Information:** This contract provides State agencies the ability to rent:

- Passenger Vehicles:
  - Compact Sedan
  - Intermediate/Mid-Size Sedan
  - Full-Size Sedan
  - Intermediate SUV
  - Large SUV, Minivan
  - Passenger Van
  - Small Pick-Up Truck
- Commercial Vehicles:
  - ½ Ton Pick-Up Truck
  - ¾ Ton Pick-Up Truck
  - 16' Box Truck w/ Ramp
  - 16' Box Truck w/ Lift Gate
  - 24' Box Truck w/ Lift Gate
  - Cargo Van

Agencies can rent vehicles through the traditional Enterprise/National branches located throughout the United States and at all major airports or through the Blue Lot, if acquiring a vehicle in Nashville, TN.

Insurance in the form of a Full Damage Waiver (DW) also known as a Loss Damage Waiver (LDW) or Collision Damage Waiver (CDW), are included in all rentals for business use. The Contract vehicle rates include this insurance, thus no additional information is required of the renter at the time of vehicle pick-up. Refer to Contract Section E.6 Insurance.

**State Contact Information**

**Contract Administrator:**

Katie Lillard

Category Specialist

Central Procurement Office

(615) 741-7078



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[Katie.Lillard@tn.gov](mailto:Katie.Lillard@tn.gov)

**Vendor Contact Information:**

EAN Services, LLC  
Edison #45860  
Vendor #149982

Primary Contact:

Gerald Sims  
Account Supervisor, Rental Support  
615-309-9667 direct  
[Gerald.D.Sims@ehi.com](mailto:Gerald.D.Sims@ehi.com)

Secondary Contact:

David Praet  
Tennessee Group Admin  
615-309-9622 direct  
615-415-7751 cell  
[David.J.Praet@ehi.com](mailto:David.J.Praet@ehi.com)  
284 Mallory Station Rd.  
Franklin, TN 37067

**Contract Period:**

Start Date: May 15, 2015  
End Date: May 14, 2018  
Renewal Periods: 2  
Final End Date: May 14, 2020

**Usage Instructions:**

Before making a vehicle reservation, you should be aware of your agency's policy regarding travel and the use of rental vehicles. You may also refer to the State's policy on travel for business (Department of Finance & Administration Policy 8 – *Comprehensive Travel Regulations*).

All reservations will be made on the State of Tennessee Enterprise site:

[http://www.enterprise.com/car\\_rental/deeplinkmap.do?bid=028&refId=STATETN](http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=STATETN)

1. Before making any reservations, consult the Trip Optimizer



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- a. Check the cost of the trip using a personal vehicle through the Trip Optimizer
    - i. Click the orange button next to "[Trip Optimizer](#)"
    - ii. Enter the number of expected trip miles in "Distance to be Traveled"
    - iii. Enter the expected duration of the trip in "Total Days in Trip"
    - iv. Enter the vehicle rate in "Car Rental Daily Rate" by selecting the vehicle provided in the "State of Tennessee" box
    - v. Enter the "Cost of Fuel" using the average gas price provided in the "State of Tennessee" box (this data is updated monthly)
    - vi. Enter the "Reimbursement Rate" using the rate provided in the "State of Tennessee" box
    - vii. Enter the "Rental Car Fuel Usage" using the MPG rating provided in the "State of Tennessee" box
    - viii. Click "Calculate Results" to view comparison results
  - b. Review results provided in the Trip Optimizer
    - i. If "Employee's Vehicle" is checked, proceed with using your personal vehicle and submit fuel for reimbursement at the end of your trip
    - ii. If "Rental Vehicle" is checked, proceed with making your rental vehicle reservation
2. To make a reservation for a Traditional Vehicle using an *Enterprise branch location*, for BUSINESS USE:
- a. Click the orange "Select" button next to "[Official State Business Direct Only](#)"
  - b. Select your Department
  - c. Optional: Log in under the "Emerald Club" (whichever applies) using your Member # and Password
    - i. To obtain your membership information, contact the Enterprise representative listed above
    - ii. If you have forgotten your membership information, click on the blue link "Forgot your info?" and follow the instructions
  - d. Enter your zip code/city, state/airport/port of call in "Pick Up Location"
    - i. If you will be returning your vehicle to location that differs from the pick up location, check the box "Return to a different location" (NOTE: if the one-way rental ends outside of Tennessee, the State will be charged a one-way rental fee)
  - e. Select your travel dates and times in "Pick Up Date & Time"
  - f. Select the type of vehicle you want to rent from the drop down menu "Vehicle Class"





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- b. Select your Department
  - c. Enter city or airport in "Pickup Location"
  - d. Enter "Pickup" and "Return" dates and times
  - e. Optional: Enter "Last Name" and "Emerald Club Number"
    - i. To obtain your membership information, contact the Enterprise representative listed above
    - ii. If you have forgotten your membership information, click on the blue link "Forgot your info?" and follow the instructions
  - f. Click green "Start Reservation" button
  - g. Select your vehicle from the provided list of available vehicles
    - i. Refer to [Attachment A](#) SWC #205 Pricing for the list of available vehicles under this Contract
    - ii. Click green "Select" button under the selected vehicle
  - h. Unless instructed by your Agency, do not select any "Optional Items" that appear on the next screen. Click the green "Continue" button.
    - i. Sales Tax will appear while making a reservation but will not be applied to any rentals that originate in Tennessee (rentals originating outside of Tennessee will have tax applied)
  - i. Review the reservation information on the next screen
    - i. Provide your contact information in "Driver Information"
    - ii. Provide your employment information in "Manager/Supervisor Authorizing Travel" and "Speed Chart" (if you do not know your speed chart number, contact your department's fiscal office)
    - iii. NOTE: Your supervisor will receive confirmation of your reservation
    - iv. Optional: Provide your flight information under "Frequent Traveler"
  - j. Click the green "Reserve" button
  - k. The next screen will display the reservation information
    - i. Make note of your rental confirmation number
    - ii. You can print this page or refer to the confirmation email
- 4. To make a reservation for a Traditional Vehicle using CarShare at the Nashville Blue Lot:**
- a. Click the orange "Select" button next to "[Nashville Motor Pool – Provided by Enterprise CarShare – Reserve a Car](#)"
  - b. STOP: Before proceeding with a reservation, you must be a CarShare member; if you are already a member, proceed to c., if not, follow the instructions below
    - i. Consult with your department's fiscal office for information regarding your department's travel policy



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- ii. NOTE: If you do not plan on using the Nashville Blue Lot or are not located in the Nashville area, this CarShare membership is not needed. You still have the ability to rent a vehicle from an Enterprise or National Airport branch location without becoming a CarShare member.
  - iii. Click the orange “Become a Member” button
  - iv. Complete all of the information in the required fields
  - v. Click the green “Continue” button
  - vi. A confirmation screen will appear, you may print this page for your records
  - vii. You should receive an email confirming your membership acceptance within 3 business days which will include your member ID #
  - viii. You should receive your CarShare membership card within 10 business days
  - ix. Keep track of your card, this will be used to unlock the CarShare vehicles at the time of reservation
- c. Select “Log In” in the top right corner of the screen on the [CarShare homepage](#)
    - i. Enter your Member ID and Password
    - ii. Click the green “Log In” button
  - d. Select “New Reservation” from the black bar at the top of the screen
  - e. Under “Check Availability” select the Start Date and Time and the End Date and Time
  - f. Click the green “Search” button
  - g. All of the available cars will appear in the box to the right with the estimated cost
  - h. Once you have selected the vehicle, click the white “Select” button next to the vehicle of your choice
  - i. Confirm all of the information in the “Your Reservation” box that pops up
    - i. NOTE: Input your department’s Speed Chart number in the MEMO line
    - ii. Select your department from the drop down box next to “Job Item”
    - iii. Click the green “Reserve It” button
  - j. The next screen will display the Confirmation page
    - i. Make note of your rental confirmation number
    - ii. You can print this page or refer to the confirmation email
  - k. While in the CarShare page you also have the ability to check your upcoming and past reservations and manage your account details
  - l. Click the green “Sign Out” button when you have completed your session
  - m. If you have additional questions, please check the FAQ link by clicking “Visit our FAQ” on the main CarShare reservation screen or clicking the link:  
<https://www.enterprisecarshare.com/us/en/programs/government/state-of-tn/tennesse-faq.html>



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5. **To make a reservation for a Traditional Vehicle for PERSONAL USE:**
  - a. Branch Locations: Click the orange “Select” button next to “[Personal Use Customer Pay](#)” in the gray Enterprise box
    - i. Proceed with reservation (refer to instructions in #2 above for assistance)
  - b. Airport Locations: Click the orange “Select” button next to “[Airport Rentals/Personal Use](#)” in the gray National box
    - i. Proceed with reservation (refer to instructions in #3 above for assistance)
  - c. NOTE: These rentals will require your personal credit card and will not be billed to your department
  - d. Normal taxes, fees, and surcharges will apply

**Requisition and Purchase Order Generation:**

For information on how to create a requisition and/or purchase order please click on the “Agency Upgrade User Guide” link on the following page: [http://tn.gov/generalserv/cpo/for\\_training.html](http://tn.gov/generalserv/cpo/for_training.html)

**Billing and Payment Instructions:**

The Contractor shall submit an itemized invoice, with all necessary supporting documentation, to the reserving agency’s fiscal personnel. Purchase Orders to Enterprise will be issued after receipt of the invoice which may occur after the rental has taken place.

Enterprise will not charge the State any sales & use tax for rentals that originate at a Tennessee Enterprise location, however there are applicable Surcharges and Fees that may be charged to the users under this Contract. These charges may appear on the invoice as a “tax”. If you have questions about any of these charges, please contact the Contract Administrator. A list of the Surcharges and Fees can be found in Attachment A SWC #205 Pricing (<http://tn.gov/generalservices/article/cpo-statewide-contract-usage-instructions>) or in Edison.

It is the responsibility of the agency to notify the Contractor in the event the contact person at the agency changes. All Enterprise invoices will be directed to the main contact person identified by each agency’s fiscal office.

**Miscellaneous Information:**

1. Should the State employee become involved in an accident, theft, or incur any other damage to the vehicle during the rental, they are responsible for reporting the incident to Enterprise immediately.



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2. Upon arrival at the Enterprise or National branch location to pick-up a reserved vehicle, the State employee must present a State issued driver's license and authorization from their department to proceed with the rental. The State employee will be required to sign a standard rental agreement. Please sign this agreement; the terms of this statewide contract will govern in the event of any conflicts between the agreement and this Contract.
3. All vehicles must be re-fueled by the State employee prior to return of the vehicle. The vehicle must be at the same or greater fuel level it was at when picked up. This rule applies to all vehicle categories (Traditional, Commercial, and CarShare).
  - a. Traditional Vehicles: you must re-fuel the vehicle using your personal credit card and request reimbursement
  - b. Commercial Vehicles: you must re-fuel the vehicle using your personal credit card and request reimbursement
  - c. CarShare Vehicles: you must re-fuel the vehicle using the Fuel card provided in the glove box of every CarShare vehicle
4. All State employees have the opportunity to become a member of the Enterprise loyalty program, Emerald Club, which provides special privileges to renters. More information can be found on the Enterprise website:  
  
[https://www.nationalcar.com/en\\_US/car-rental/loyalty/enrollment/benefits.html](https://www.nationalcar.com/en_US/car-rental/loyalty/enrollment/benefits.html)
5. The following items are NOT permitted in any State of Tennessee vehicle rented for business use:
  - a. Animals
  - b. Non-State employees
  - c. Weapons
  - d. Smoking
6. Should the State employee receive a traffic violation while using a rental vehicle, the employee will be responsible for paying the violation. Notification of the violation will be sent to the department's contact person. Contact your department's fiscal office for more information on how this process is managed.
7. If a rental lasts longer than 30 days, you must contact the Enterprise or National rental location in which the vehicle originated and report the mileage. This must be done every 30 days until the vehicle is returned. No vehicle rental can last longer than 6 months.



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8. Rented vehicles for business use must not be taken outside of the continental United States. Travel to Mexico or Canada is strictly prohibited.